



# Amerigroup Iowa, Inc.





## What is Amerigroup Iowa, Inc.?

- Amerigroup is one of the managed care organizations (MCOs) in Iowa that provides Medicaid health benefits to people in Iowa Medicaid programs: IA Health Link, Hawki, and the Iowa Health and Wellness Plan. Amerigroup covers the entire state of Iowa.
- The Iowa Department of Human Services (DHS) determines who is eligible for Medicaid benefits based on income guidelines.



# How do I apply?



Go to [dhsservices.iowa.gov](https://dhsservices.iowa.gov) to apply for Medicaid.

If approved, you'll get an enrollment packet in the mail with the health plan you were assigned.

- If you were assigned to Amerigroup, we're glad you're with us, and you don't have to do anything to stay with us.
- If you're not assigned to Amerigroup, you can switch within 90 days from the date your health benefits begin. Just return the enrollment form you received to tell the state you want Amerigroup.





**Earn money for taking control  
of your health**



**It's easy with Healthy Rewards!**



## Healthy Rewards

### Do things that are good for your health and get rewards!

Healthy Rewards is a no-cost, optional program for eligible members enrolled in our health plan. The program encourages you to get the care you need to create a healthy lifestyle.

You can redeem these Healthy Rewards through the [Benefit Reward Hub](#).

- + For all members
- + For adults
- + For children
- + For members with diabetes
- + For women

### Requesting Rewards

Log in to the [Benefit Reward Hub](#) to redeem your Healthy Rewards. You can also call the Healthy Rewards Customer Service Line at 888-990-8681 (TTY 711) Monday through Friday from 9 a.m. to 8 p.m. Eastern time.

[Redeem Healthy Rewards](#)



# Healthy Rewards

Earn rewards for doing healthy activities!

BALANCE



\$ 0

## Postpartum Care

Earn \$50

After delivery of a baby, your body goes through many changes. Going to your postpartum appointments is important for you and your baby. You should see your doctor within three weeks of delivery for an initial visit, and for a follow-up visit as needed. You will likely have your follow-up visit between 7-84 days after delivery.



Learn More

earn  
\$50

## Postpartum Care

Earn \$50

After delivery of a baby, your body goes through many changes. Going to your postpartum appointments is important for you and your baby. You should see your doctor within three weeks of delivery for an initial visit, and for a follow-up visit as needed. You will likely have your follow-up visit between 7-84 days after delivery.



Learn More

earn  
\$50

## Initial Health Screener

Earn \$25

The health risk assessment (HRA) is a survey for new members to help your primary care providers understand your needs and direct you to benefits and services that are right for you.



Learn More

earn  
\$25

## Annual Health Screener

Earn \$25

The health risk assessment (HRA) is a survey to help your primary care providers understand your needs and direct you to helpful benefits and services.



Learn More

earn  
\$25

## First Prenatal Care Visit

Earn \$25

We heard you are expecting a baby. Going to your prenatal appointments before delivery is important for you and your baby. When you learn you are pregnant, it's important to see your doctor.



Redeem

earn  
\$25

## Annual Wellness Visit

Earn \$25

Yearly doctor visits are important — even when you're not sick. During this visit, the doctor will see how well your overall health is progressing and address any concerns.

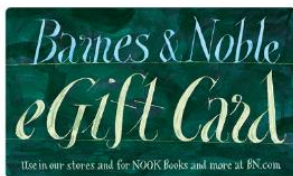


Learn More

earn  
\$25

## Physical

Search



Barnes &amp; Noble



Burger King



Domino's®



Kohls



Subway® Card



Home Depot®



Petco Gift Card

Uber

Uber Gift Card



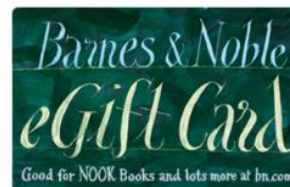
Ulta Beauty Gift Card

## Digital

Search



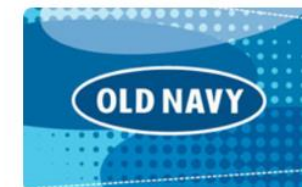
Amazon Health and Wellness Voucher



Barnes &amp; Noble eGift Card



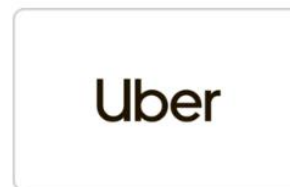
Kohl's e-Gift Card



Old Navy eGiftCard



The Home Depot® eGift Card



Uber Gift Card



Ulta Beauty eGift Card



Foot Locker® Email Gift Card



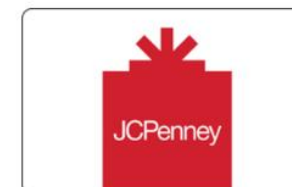
Petco eGift Card



BURGER KING® eGift



Domino's Pizza eGift Card



JCPenney E-Gift Card



[Home](#) > [Get Help](#) >

## Contact Us

### Have a question?

#### Contact Member Services

You can [live chat](#) with a rep Monday through Friday from 7:30 a.m. to 6 p.m. Central time, or [send us a secure message](#) anytime of day. Log in to your secure account to get started. You can also call 1-800-600-4441 (TTY 711) Monday through Friday from 7:30 a.m. to 6 p.m. Central time.

Our Member Services reps are here to help with things like:

- PCP changes
- ID cards
- Member handbooks
- Understanding your benefits
- Finding a provider near you
- No-cost translation services

#### Amerigroup Member Services

1-800-600-4441

TTY 711

### Need help with enrollment or renewal?

#### Enrollment:

Call Iowa Medicaid Member Services:  
1-800-338-8366

#### Coverage renewal:

Call the Iowa Department of Human Services  
Customer Service Center:  
1-877-347-5678 or

Find a DHS office using the DHS Office Map at  
[http://dhs.iowa.gov/dhs\\_office\\_locator](http://dhs.iowa.gov/dhs_office_locator).

### Need to speak with a nurse?

#### 24-hour Nurse HelpLine

1-866-864-2544  
Spanish: 1-866-864-2545  
TTY 711

Fast, free medical advice from a nurse or doctor, day or night, even on holidays, in more than 170 languages.



[Home](#) > [Benefits](#) >

## IA Health Link

IA Health Link, the new Medicaid program in Iowa, means new plans, new services and new choices for you and your family. But some things never change. At Amerigroup, our members come first. Let us help you get the most out of this great new program.

### Benefits Overview



### Extra Benefits



### Pharmacy & Prescription Drugs



### Transportation



#### Need help arranging transportation to a covered medical service?

Call Access2Care.

1-844-544-1389

7:30 a.m. to 6 p.m., Monday through Friday

#### Routine reservations:

- Require two business days (48 hours) notice.
- Can be scheduled up to 30 days in advance.

#### Have this information ready when you call:

- Your Amerigroup #. It's on the front of your ID card.
- Pickup and drop-off addresses.

#### Need information about your ride after you set it up?

Call Where's My Ride.

1-844-544-1390

[Access2Care Minor Consent Form](#)

IA Health Link members between the ages of 12 and 16 years may not ride alone unless a Minor Consent Form is on file, or the minor is emancipated or pregnant. Members should call Access2Care for a copy of the Minor Consent Form and complete it prior to their first ride. Children ages 11 and younger must ride with a parent or guardian.

### Tools

[Find a Doctor](#)[How to Enroll](#)[Mobile App](#)

### Announcements

Thinking about pregnancy?

[Learn more.](#)

# LiveHealth Online

**Need to see a doctor late at night? Can't make it to your doctor's office?**

With LiveHealth Online, you have another way to get care. You can video chat with a doctor anytime, day or night.

## Why should I use LiveHealth Online?

- It's a great service for many illnesses such as colds, flu, fevers, rashes, infections and allergies.
- You can see a doctor through a video chat session on your smartphone, tablet or computer.
- Your video chats are private and secure.
- Each session usually only lasts about 10 minutes, and you won't have to sit in a waiting room for a long time.
- It can be a convenient and easy way to see the doctor when your doctor isn't available, it's late at night or you simply can't make it to the doctor's office.
- And it's no cost to our members.



## Questions?

Call Member Services at 1-800-600-4441 (TTY 711) or go to [www.myamerigroup.com/IA](http://www.myamerigroup.com/IA).

Do you need help with your health care, talking with us or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-800-600-4441 (TTY 711).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 1-800-600-4441 (TTY 711).

**It's easy to get started. Just visit**

[www.livehealthonline.com](http://www.livehealthonline.com) and sign up.

[www.myamerigroup.com/IA](http://www.myamerigroup.com/IA)

# LiveHealth Online

See a doctor 24/7 at no cost to you — sign up today!

Using LiveHealth Online, Amerigroup Iowa, Inc. members can visit with a doctor day or night through live video from a smartphone, tablet, or computer.

When you can't see your own provider, use LiveHealth Online for nonemergency conditions, like the flu, fever, diabetes and pinkeye. Doctors can even send prescriptions directly to your pharmacy, if needed.\*

**Sign up in minutes. Just follow these easy steps:**



**1. Download the free LiveHealth Online mobile app or go to [livehealthonline.com](http://livehealthonline.com).**

**2. Choose Sign Up to create your LiveHealth Online account.\*\***

\*\*You must be 18 or older to have your own account. A parent or guardian can add a child dependent to their account during the registration process or once they've logged in.

**3. Enter your profile information. Here are some tips to help you fill out this part:**

- **Name:** Enter your name exactly as it appears on your member ID card.
- **Password:** Don't forget the password you create.
- **Current location:** Choose Iowa.
- **Service key:** Leave blank.
- **Health plan:** Select Amerigroup.
- **Insurance ID:** Enter the subscriber ID from your Amerigroup member ID card.

**4. Tap Continue, and you're in!**



An **Anthem** Company